

Remarks

Reconsideration of this Application is respectfully requested.

Claims 72, 92-96, 102-104, and 117-129 are pending in the application, with claims 72, 102, 118, 125, 128, and 129 being the independent claims. Claims 94-96, 102, and 125-129 are sought to be amended to place the application in even better condition for allowance or appeal. No new issues requiring further search or consideration by the Examiner are presented. These changes are believed to introduce no new matter, and their entry is respectfully requested.

Based on the above amendment to the specifications and the following remarks, Applicant respectfully requests that the Examiner reconsider all outstanding objections and rejections and that they be withdrawn.

Allowable Subject Matter

Applicant acknowledges with appreciation regarding the Examiner's indication that claims 72, 92-94, 96, 103, 104, and 118-124 are allowable.

Rejections Under 35 U.S.C. § 112

In the Office Action, claim 95 was objected to because of informalities. Applicant has amended claim 95 accordingly. Applicant requests that the Examiner reconsider and withdraw the objection.

Claim 128 was rejected under 35 U.S.C. § 112, first paragraph, as being allegedly not enabling. Applicant respectfully traverses the rejection and requests that it be withdrawn. In rejecting claim 128, the Office Action stated, "[r]eceipt of solution

information critical or essential to the practice of the invention, but not *included* in the claim(s) is not enabled by the disclosure." (emphasis added). Claim 128, as amended, states, in part, ". . . *distribute* corresponding stored solution information for a problem electronically to the one handheld client telephone." Support for this may be found for example at the very least at page 84 of the specification. Specifically, page 84, line 32 states, "if a correct on-line response is available it may be *downloaded* immediately to the customer's product . . . " (emphasis added). Furthermore, claim 128 is directed to a server not a client device. Accordingly, in view of these remarks and the amendments made in claim 128 to define the claimed invention even more clearly, Applicant requests that the Examiner reconsider and withdraw the rejection of claim 128.

Claim 128 was further rejected under 35 U.S.C. § 112, second paragraph, as allegedly being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention. Claim 128 has been amended to define the invention even more clearly and accommodate the Examiner's rejection. Applicant therefore requests that the Examiner reconsider and withdraw the rejection of claim 128.

In rejecting claim 128, the Examiner stated, "it is unclear how the solution information is distributed to other telephones, when *only* problem information *has been received* from the client telephones." (emphasis added). As recited in currently amended claim 128(i), the server comprises "a memory for storing problem information and corresponding solution information as determined by users of the handheld client telephones...." Applicant respectfully submits that the solution information is stored in the server's memory and available to the processor for distribution to the handheld client

telephone. Accordingly, Applicant requests that the Examiner reconsider and withdraw the rejection of claim 128.

Claims 125-127 were rejected under 35 U.S.C. § 112, second paragraph, as allegedly being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention. Claims 125-127 have been amended to accommodate the Examiner's rejection. Applicant therefore requests that the Examiner reconsider and withdraw the rejection of claims 125-127.

Claims 102 and 129 were rejected under 35 U.S.C. § 112, second paragraph, as allegedly being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention. Claims 102 and 129 have been amended to accommodate the Examiner's rejection. Applicant therefore requests that the Examiner reconsider and withdraw the rejection of claims 102 and 129.

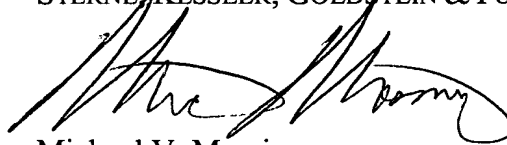
Conclusion

All of the stated grounds of objection and rejection have been properly traversed, accommodated, or rendered moot. Applicant therefore respectfully requests that the Examiner reconsider all presently outstanding objections and rejections and that they be withdrawn. Applicant believes that a full and complete reply has been made to the outstanding Office Action and, as such, the present application is in condition for allowance. If the Examiner believes, for any reason, that personal communication will expedite prosecution of this application, the Examiner is invited to telephone the undersigned at the number provided.

Prompt and favorable consideration of this Amendment and Reply is respectfully requested.

Respectfully submitted,

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